

**WESTERN NEW YORK
REGIONAL INFORMATION CENTER
Chapter 793 Plan
2013-2014**

Progress Report as of June 10, 2014

Progress since last WNYRIC Advisory Council Meeting is in red ink and italics

793 Plan for 2013 – 2014

Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
1.1 Continue to design and implement the most cost effective, resilient, redundant and robust bandwidth (network connectivity) including the utilization of priority layered design, I2, multiple vendors and competitive bidding practices	July 1, 2013 – June 30, 2016	<p>WAN Team</p> <p>CORE Team</p> <p><i>WAN Team</i></p>	<p>The most flexible, cost effective resilient, redundant and robust internet and intranet network is in place.</p> <p>Investigation of updated technologies for the WNYRIC Data Center have begun.</p> <p>The Broadband bid has been opened and is under review pursuant to e-rate regulations.</p> <p><i>New WNYRIC networking and firewall equipment has been ordered and will be installed this summer.</i></p> <p><i>The broadband bid has been awarded to Time Warner with a realized cost savings to the school districts.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
1.2 Continue to implement Disaster Recovery initiatives for our Tier 1 applications and continue to Tier 2 based on time of recovery	July 1, 2013 – June 30, 2016	<p>CHATT</p> <p>CHATT</p> <p>CHATT</p> <p>DR Coordinator</p> <p><i>CHATT</i></p>	<p>Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications' DR readiness complete based on required time of recovery.</p> <p>Site Recovery Manager for the WNYRIC virtual server environment has been installed to allow improved restoration time in case of a disaster.</p> <p>Additional equipment installed at our Colvin site to improve business continuity of Tier 1 hosted applications.</p> <p>Identifying key servers that will utilize Site Recovery Manager effectively.</p> <p>Annual reviews of business continuity best practices with internal teams are occurring.</p> <p><i>Beginning implementation of site recovery manager on key servers.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
1.3 Implementation of cost optimization methods for wide area and local area network security.	July 1, 2013- June 30, 2016	<p>WAN Team</p> <p>Network Security</p> <p>Lifecycle Team & LAN Team</p> <p>Lifecycle Team & LAN Team</p> <p><i>LAN Team & Network Security</i></p>	<p>Goal is realized as the most recent security measures are put in place on our network based on the most recent network threats. These security measures are shared with WNYRIC network engineering staff to allow implementation in the local school districts, as necessary.</p> <p>Upgrade of firewall management system occurred this summer and firewall code upgraded to latest version for more intuitive intrusion prevention.</p> <p>Upgraded firewall operating system to the latest version for all districts.</p> <p>Comprehensive audit and recommendations to school districts to remediate the April end of life support of Windows XP machines.</p> <p>Weekly reports are being sent to key staff to identify Windows XP computers still on the network.</p> <p><i>Standards Committee removed XP as a WNYRIC supported operating system; directed districts who have legacy XP machines to avoid using for email and internet access.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
<p>1.4 Implement Change Management to effectively communicate with end users and staff regarding processes.</p> <ul style="list-style-type: none"> ○ Configuration Management ○ Release Management 	July 1, 2013- June 30, 2016	<p>Infrastructure & Operations</p> <p>WNYRIC Service Desk</p> <p>WNYRIC Service Desk</p> <p><i>WNYRIC Service Desk</i></p>	<p>Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place.</p> <p>Service Now has been purchased to allow a cohesive system for change management, project management, configuration management and release management.</p> <p>Service Desk has been trained and implementation will occur first quarter of 2014.</p> <p>CHATT will be piloting the Change Management module beginning in the second quarter of 2014.</p> <p><i>Service Now Change Management is in production.</i></p>

Objective 2: Continue to enhance instructional offerings under CSLO

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
2.1 Continue to provide new offerings through the statewide RFP process	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Microsoft EES contract is in place and district have begun ordering from it as of March 1, 2014. This contract has pushed the cost for Enterprise to Level C for all districts utilizing the program; providing cost savings.</p> <p>New RFPs are released and awarded</p> <p>SLO Tracking RFP awarded – Learner First, eDoctrina, Right Reason Technologies</p> <p>eBook RFP awarded - Houghton Mifflin – Kno, McGraw Hill – CINCH, Pearson – iLit, Scholastic – Storia</p> <p>Learning Management System RFP Awarded - It's Learning, Blackboard, Montage - Brain Honey, Desire to Learn, Canvas, Schoolology</p> <p>Supplemental Support for Math Awards : Scholastic - Math 180, Pearson - Math XL, Waterford - Math & Reading ,Explore learning – Reflex, Edmentum - Education City, Hot Math - Catchup math, Carnegie, Mind Research Institute</p> <p>Supplemental Support for Reading Awards: American Reading Company, Amplify - DIBELS & BURST, Imagine Learning, Scholastic: iRead & Core Clicks, iStation, Learning A-Z, Let's Go Learn – DORA, Lexia, Pearson: My Reading Lab, My Writing Lab, My Skills Lab, Reading Plus, Renaissance Learning - Subtext</p> <p>College and Career Readiness RFP Awards: Bridges Transitions, Centris - Guidance Direct, College Board - AccuPlacer, Naviance, Service Infinity - College on Track</p>

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2.2 Provide online offerings as part of the catalog offerings	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Online offerings are in place that support anywhere/anytime learning on the part of teachers</p> <p>Webinars offered are located on the CSLO workshops page for 13-14.</p> <p>https://docs.google.com/document/d/1sZUeZkiBRPdZtGe3U0gRZYQU7FhKpC5t5JLydDQCMUE/edit?usp=sharing - Shared PD for the state from DCI</p> <p>Asynchronous courses</p> <p>Investigating Online Professional Development RFP</p>
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2013 – June 30, 2016	<p>R&D Team</p> <p>R&D Team</p>	<ul style="list-style-type: none"> • Pilot program implementation dates • National Conference reports from attendees <p>Paperless Classroom pilots – 3 classrooms in Dunkirk</p> <p>Windows 8 pilots – Medina, Niagara Falls, Clarence, West Seneca, Dunkirk, Boliver</p> <p>Richburg, Tonawanda, West Valley, Pioneer</p> <p>Chromebooks – Hinsdale, Cheektowaga, Hammondsport, Lewiston Porter</p> <p>iPads - Hamburg & Cattaraugus Little Valley, Holland</p> <p>Currently piloting Google Chromebooks and Google Management Console – Hinsdale.</p> <p>inTune Pilot - Hammondsport</p> <p>Virtual Desktop (VDI) is being piloted in Spring of 2014. <i>We are currently in discussions with a School District.</i></p>

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2.4 Work with others to develop and implement regulations to be in compliance with all State and Federal regulations	July 1, 2013 – June 30, 2016	CSLO & Model Schools	Compliant policies and regulations are promulgated
2.5 Collection of data that supports the impact of technology on instruction and student learning	July 1, 2013 – June 30, 2016	CSLO & Model Schools	Data from program evaluations will be available My Big Campus survey collected in September.
2.6 Formative Assessment Support	July 1, 2013 – June 30, 2016	CSLO & Model Schools	Service book will be adjusted and training for current staff and districts on approved tools will be scheduled and delivered DORA and DIBELS has been added to the assessments available through the November RFP awards. Ongoing training for assessment products has been consistently taking place this Spring – iReady, STAR, NWEA, SRI, SMI

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
2.7 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver professional development	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Cost effective methods are in use by customers.</p> <p>https://docs.google.com/document/d/1sZUeZkiBRPdZtGe3U0gRZYQU7FhKpC5t5JLydDQCMUE/edit?usp=sharing - Shared PD for the state from DCI</p> <p>Digital Wave conference March 3, 2014 – Over 200 attendees and 26 presenters. Good collaboration with NYSCATE and highlights our area teachers.</p> <p><i>May 5th – Intel Look to the Future Event</i></p> <p><i>May 27th – Microsoft Classroom Event</i></p> <p><i>Early June – Google event for Google Play</i></p>

Objective 3: Support anywhere/anytime secure access from any device to meet district's needs

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
3.1 Support Personal Learning Communities <ul style="list-style-type: none">○ Investigate Social Collaboration Environments with presence○ Ensure that legal and district policies are in place	July 1, 2013 – June 30, 2016	CSLO & Model Schools	Secure personal learning communities are in use Multiple districts are utilizing My Big campus. CSLO works with districts that are interested in implementing My Big Campus, iTunes U, Facebook, and Twitter.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
3.2 Continue to investigate new technologies to provide anywhere / anytime secure access on any device for all services, users and learners	July 1, 2013 – June 30, 2016	<p>CSLO & Model Schools</p> <p>WAN Team</p> <p>Content Filtering Team, WAN/LAN Teams</p> <p>Financial Team</p> <p>Webs that Work Team</p> <p><i>WAN Team</i></p>	<p>Additional appropriate technologies which may impact network interoperability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review to the Standards Committee.</p> <p>Lightspeed has been added to the MDM service.</p> <p>Meraki.Cisco has been added to the Standards list under Wireless Technologies as it offers the ability to provide efficient, secure and affordable wireless connectivity in an iPad environment. Further investigations of other wireless enhanced technologies are under way.</p> <p>Utilizing Lightspeed Content Filtering technology authentication to enable districts the ability to have a flexible and secure BYOD strategy.</p> <p>Financial System RFP awarded to two web software products, which will allow for secure anywhere, anytime access to district application and data.</p> <p>Supporting new Schoolwires' website mobile add-on software.</p> <p><i>Investigating Wireless Best Practices incorporating industry wide standards.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
3.3 Investigate and test emerging operating systems for legacy and mobile devices.	July 1, 2013 – June 30, 2016	R&D Team R&D Team	Solution(s) are in place and operational in at least two districts Investigation and research into iOS 7, Windows 8, Google Chrome and Blackberry OS 10 is in progress. Windows 8.1 RT, managed by InTune, is being piloted for the Standards Committee by <i>Hammondsport</i>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
3.4 Investigate/ research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2013 – June 30, 2016	<p>CSLO & R&D Team</p> <p>Data, technical and instructional staff</p> <p>Data Warehouse Team</p> <p>R & D Team</p> <p><i>R & D Team</i></p>	<p>Districts are assisted with readiness for CBT or emerging online assessments</p> <p>WNYRIC offers facilitation for districts that are in the planning and visioning process for developing a CBT plan.</p> <p>Working to assist districts who have been identified as PARCC field testing districts.</p> <p>Refer to objective 6.4</p> <p>RIC staff attended PARCC information day December 9 in Albany. District training scheduled for field tests February 3, 2014</p> <p>Data Warehouse team continues to work with districts on data extract and load process to the Pearson Access site. All data for the 24 participating districts in the PARCC field tests was loaded by the deadline in early March.</p> <p>Technical documentation and directions were created for the districts participating in PARCC PBA Field Tests. Conference calls and informational sessions are taking place to help prepare the districts for the Infrastructure Trials prior to the PARCC Field Tests. WNYRIC staff participated in the PARCC State CAT II testing to help familiarize and prepare to support districts adequately. Local BOCES were involved in the support/PD for teachers and proctors as well.</p> <p><i>PARCC Field Testing is complete as of June 6th 2014. The process was successful for school districts that participated. Surveys and issues have been documented and sent to NYSED.</i></p>

Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	July 1, 2013 – June 30, 2016	Infrastructure & Operations	Grants are awarded, activities are complete and grant dollars received and distributed. NYSERDA grant stage 4 (dimming of 92,000 endpoints) was completed. Stage 5 (dimming of network switches) monitoring and reporting will take place from September 15-October 15 thereby completing the NYSERDA grant.
		Infrastructure & Operations	Power monitoring verified energy savings of original grant submission. NYSERDA incentive has been fulfilled.
4.2 Optimize Service Desk	July 1, 2013 – June 30, 2016	Service Desk	Use of metrics for trends and growth are in place and utilized to optimize services offered and the school district end user experience. Service Now has been purchased to be used for incident management. Reports and metrics will be automated with this product.
		Service Desk	Service Desk has been trained and implementation of product will begin in the Managed Service districts in the first quarter of 2014.
		Service Desk	Service Desk has begun using Service Now for hardware repair incidents. Two managed service districts will be utilizing the platform for incident reporting and analysis by the end of the first quarter, 2014.
		<i>Service Desk</i>	<i>Building and populating the Service Now Knowledgebase with end user support data and procedures.</i>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
4.3 Utilize centralized End Point Device Management Solutions to reduce "sneakernet" and optimize instruction	July 1, 2013 – June 30, 2016	<p>Lifecycle Team & CHATT</p> <p>CHATT</p> <p>Lifecycle Team</p> <p>Lifecycle Team</p> <p><i>Lifecycle Team</i></p>	<p>End point device management solutions are in place, reports reviewed and remediation measures are implemented.</p> <p>IBM TEM Lifecycle Management installed and in place at nine districts.</p> <p>Microsoft SCCM (System Center Configuration Manager) centralized server being built to provide Lifecycle Management utilizing Microsoft EES licensing.</p> <p>IBM TEM Lifecycle Management in place and being utilized for endpoint patch management with Managed Service districts.</p> <p>Microsoft SCCM (System Center Configuration Manager) centralized server is being redesigned to better align with our environment.</p> <p><i>Full Life Cycle Suite installed and running in over 10 Managed IT Service districts</i></p>
4.4 Research technologies that provide for a greener environment	July 1, 2013 – June 30, 2016	<p>Lifecycle Team</p> <p><i>Lifecycle Team</i></p> <p><i>CIS</i></p>	<p>Solutions are in place that reduce the carbon footprint throughout the region</p> <p>Districts are taking the initiative to use products that are provided through the government efficiency grant to contain energy costs.</p> <p><i>Power management agent is installed in all districts that subscribe to the service (80+). Power Down schedule is configured with automated reporting in over 30 districts.</i></p> <p><i>Piloting efficient print management planning in two Managed IT Service Districts</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
4.5 Investigate private and public cloud solutions	July 1, 2013 – June 30, 2016	<p>CHATT</p> <p>CHATT</p> <p>CHATT</p> <p><i>CSLO, TS I&O, Application Support Teams</i></p> <p><i>CSLO, TS I&O, Application Support Teams</i></p>	<p>Evidence of progress is reported and solutions meeting customer needs are in place</p> <p>Rubric and analysis tool to evaluate if applications are best located in the cloud or on premise is being utilized.</p> <p>Evaluations of 10% of our supported applications have been reviewed for appropriate location (local data center or cloud).</p> <p>An additional 30% of our supported applications have been investigated.</p> <p><i>Supporting Microsoft EES districts as they implement Office365, specifically in the areas of security, federation, licensing concerns and parental approval. Training of key WNYRIC staff has occurred.</i></p> <p><i>Continue to advise School Districts on the proper, secure environment to implement Google Apps for Education.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
4.6 Continued utilization of inclusive Active Directory to aid in efficient sharing of resources	July 1, 2013 – June 30, 2016	<p>Infrastructure & Operations</p> <p>Infrastructure & Operations</p> <p>Infrastructure & Operations</p> <p><i>CHATT, LAN & Identity Management</i></p>	<p>Effective use of Active Directory as the primary and secure authentication source for account management to applications and resources on the network is in place for ease of use.</p> <p>Active Directory Best Practices document has been updated in regards to directory names and data security requirements (FERPA).</p> <p>Common standard naming convention for automated population of Active Directory has been created (SIF and DIMS).</p> <p>Active Directory integration into content filtering and managed wireless systems are being implemented throughout the region.</p> <p><i>Migrations to WNYRIC Active Directory in 10 Managed IT Service districts have been scheduled for Summer 2014.</i></p>

Objective 5: Support/develop and provide data systems and services for the future

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Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
5.1 Support the process for and data needed for interim and online assessments	July 1, 2013 – June 30, 2016	Student Services team	<p>Data services for interim and online assessments are provided</p> <p>Secure automated processes are in place to send data from student system to various assessment products <i>Automated extracts are currently being done for many districts with eDoctrina and other assessment products.</i></p> <p>Authorization form to permit transfer of data to InBloom through NYSED Level 2 required from districts</p> <p>Online assessments. Workshops scheduled for Spring <u>1/13</u>, <u>2/11</u>, <u>2/28</u> as well as one day preparation workshops <u>1/23</u>, <u>2/26</u>, <u>3/19</u>, <u>5/2</u>, <u>6/3</u>.</p> <p>Participating in subcommittee meetings to work on interim assessment data formatting requirements for data portal</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
5.2 Research and support new data collection requirements	July 1, 2013 – June 30, 2016	Data Warehouse Team	<p>Information, training and support for new data collection requirements are provided</p> <p>Reports were developed to assist districts in the identification of students requiring AIS or Rtl services pursuant to new NYSED guidelines</p> <p>Process developed for BOCES to produce reports for their students (In the past this was not possible as students were linked to their individual home districts rather than to the BOCES that students for specialized services/programs.)</p> <p>New, secure, Cognos mobile application for iPad, runs, then downloads WNYRIC developed reports. Application uses WNYRIC DW password prior to any display of the reports on the mobile device to ensure data privacy.</p> <p>Liaison Trainer meeting – rollout of new report ideas and discussion for BOCES staff who provide services to districts; user group meetings after DDC meetings to discuss same</p> <p>New reports created to reflect new assessments (Common Core) including teacher reports to show previous CCSS assessment performance for current student roster</p> <p>Conducted Data Warehouse User Group Meetings to introduce new Common Core reports per NYSED requirements</p> <p>APPR/staff evaluation ratings data was collected for ALL districts.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
			<p>Implemented automated weekly load process for eSchool data <i>Currently implementing IEP Direct automated weekly loads for eSchoolData districts</i></p> <p><i>eScholar updated to support new NYSED requirement</i></p> <p><i>A new WNYRIC Data Warehouse report which displays Student Attendance, in columns of increasing total days absent, and in rows by NCLB subgroups. This may serve several purposes, including data for Civil Rights reporting.</i></p> <p><i>New data collection requirements for 2013-14 include FRPL, enhanced BOCES reporting and additional staff data requirements. DW team have begun to convey information to districts through email, District Data Coordinator meetings.</i></p> <p><i>For 2014-15 SED will begin to transition collection of Personnel Master file from BEDS to SIRS. Districts may require significant support.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
5.3 Provide data support for the NYSED Educational Data Portal as requested by school districts	July 1, 2013 – June 30, 2016	Infrastructure and Data Warehouse team CHATT Data Warehouse Team Data Warehouse Team, Service Desk, CSLO	Information, training and support for the data, as requested, for Education Data Portal is provided SFTP process is in place for movement of data from school district interim benchmark assessment to inBloom. Integrated enterprise level SFTP application to support increased data transfer demand. Testing automation of loading from Level 0 to Level 1 to improve turnaround Participating in all three NYSED EDP work groups, Help Desk Support Services, Training and Professional Development and Local Data Education Data Portal authenticated portion, as well as, Data Dashboard release is now delayed until 14-15 school year. WNYRIC staff continues to serve on committees for planning.
5.4 Investigate integration and application development for the Education Data Portal	July 1, 2013 – June 30, 2016		Evaluate and provide integration and development opportunities in the Education Data Portal infrastructure
5.5 Support programs that allow teacher level access to appropriate data	July 1, 2013 – June 30, 2016	Data Warehouse Team	Programs are available for teachers that provide access to data about their students Roster reports for teachers based on current year students and prior year state assessment data were released to districts Data Warehouse user administration has been upgraded in preparation for building and teacher level access and reporting. <i>Developed predictive analysis reports for use in developing Student Learning Objectives for teachers of regents courses.</i>

Objective 6: Support the initiative for Computer Based Testing (CBT)

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	July 1, 2013 – June 30, 2016	Life Cycle Management Team Data Warehouse team	Districts are provided appropriate information to successfully implement Computer Based Testing (CBT). Assisted in data preparation and file uploads for the 19 districts participating in the PARCC CBT field test.
6.2 Provide security within endpoint management	July 1, 2013 – June 30, 2016	<i>Infrastructure & Operations</i> <i>Infrastructure & Operations R&D Team</i>	Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints. Investigating using policies, content filtering, and other tools to provide the most robust endpoint security. Researching and Testing tools to ensure endpoint security for CBT testing on the following devices: <ul style="list-style-type: none"> • PCs • MACs • iPads • Chromebooks
6.3 Support NYS approved CBT vendor solutions	July 1, 2013 – June 30, 2016	<u><i>R&D Team</i></u>	Vendor provided solutions have been implemented to support CBT in school districts. <i>Researched and tested Windows To Go in participating schools doing PARCC Field Testing.</i>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2013 – June 30, 2016	LAN & WAN Teams LAN & WAN Teams R&D Team	Effective infrastructure at the districts is in place for CBT. LAN & WAN Senior Network teams continue to work with school districts to ensure the technical infrastructure is in place to meet the requirements for CBT. LAN and WAN Senior Network teams are supporting districts that are participating in PARCC Field Testing.

Objective 7: Continue to enhance existing services with updated functionality and new product offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
7.1 Implement and support solutions to meet the needs of school business and Human Resources and administrative operations	July 1, 2013 – June 30, 2016	Finance Services	<p>Solutions are implemented and supported</p> <p>Financial/HR/Payroll RFP bid opened and evaluation process is underway for new web applications, which will help promote secure anywhere/anytime access to the district's financial/HR/Payroll functions.</p> <p>Offering Application Security Administrative service and Security Review service to districts for user security maintenance</p> <p>Offering temporary onsite assistance for administrators and Business/HR/Payroll office staff during staffing changes</p>
		Finance Services Team	<p>RFP award for Finance Systems went to Alio and K-12 Enterprise. Webinars and demos scheduled for December/January.</p> <p>Several demonstrations of each product (nVision, Alio and K-12) occurred, districts considering options along with timeline for conversion.</p> <p><i>First two districts converting to nVision for July implementataion. Alio conversion routine has begun for one district.</i></p>
		Electronic Data Management Team	<p>Developing an application for generating new hire forms via FileBound system. Completed forms get scanned back into system for long-term storage.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
7.2 Implement and support solutions for the effective management of information about students	July 1, 2013 – June 30, 2016	Student Management Services	<p>Solutions for student related data needs are implemented and supported</p> <p>Expand options for providing student data to third party products via automated and secure methods. We continue to add automation to third party products upon district request. We are currently evaluating a product to electronically distribute ISRs and other assessment results through the eSchoolData and PowerSchool parent portal. <i>Continuously expanding upon district requests via SIF and automated solutions. Continuing to explore ISR option described above, likely to implement in 2014-15.</i></p> <p>Investigate options for updated cafeteria management software. Research indicates there is no clear benefit to supporting other cafeteria management applications at this time. By the end of the current school year, we will have implemented 6 additional districts on WinSNAP/WebSMARTT totaling 54. <i>Currently two new districts considering for next year.</i></p> <p>Offer Application Security Administrative service and Security Review service to districts for user security maintenance. <i>Assisted districts with audit questions and follow up.</i></p> <p>Offer data assistance service to districts to support district data coordinator with state reporting tasks.</p> <p>Two districts participating in data assistance service for state reporting. <i>Three districts in total have participated in this service for 2013-14 and are expected to continue in 2014-15.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported By	Completion Criteria/Evidence of Progress
7.3 Implement and support solutions for an expanded Web presence	July 1, 2013 – June 30, 2016	Application Services Team	<p>Participating in a RICwide project ricOneAPI , developed by Lower Hudson RIC to provide integration of student system data to instructional applications. This is different than SIF and the auto export/import process.</p> <p>Instead of “sending” data from the SMS to an Instructional product, with ricOneAPI , the SMS sends data to a data store and the Instructional products pick up the data it needs for the specific application. This is all done with a secure connection. Vendors pay the development cost of their API and will discount the cost of the software to the RICs that will support this process. There should be an overall reduction in the cost to the district as well as provide a secure method of data integration.</p> <p>Web presence solutions are implemented and supported</p> <p>Remote support tool, Bomgar, to be implemented as a standard application support tool for all application support teams</p> <p>Training in the use of Bomgar for all application teams occurred in February.</p> <p><i>Finalizing contract to offer Health Office web product.</i></p>
7.4 Support shared staffing requests in response to emerging customer needs	July 1, 2013 – June 30, 2016	<p>I&O and Telecommunications Teams</p> <p>Student Services/Financial Services Teams</p> <p><i>LAN & Service Desk</i></p>	<p>Provide centralized staff to respond to districts needs</p> <p>Managed Service offers shared staff onsite and remotely as necessary.</p> <p>Services are available to meet the changing needs, see 7.1 and 7.2</p> <p><i>Second Level LAN technical support is now available to assist the Managed IT Service Network Engineers.</i></p>